**IT Applications, Unit 4**

**Ch 4, Goals of information systems, p 137-**

1. What is the role of a strategic plan?

A strategic plan is a process for identifying long-term goals within an organisation.

1. Explain the purpose of a mission statement.

The mission statement is the basis for establishing a set of common goals that will help accomplish the organisation’s aims.

1. Distinguish between organisations goals and its objectives.

Organisational goals are the general goals help an organisation accomplish the aims. Objectives are small achievable tasks undertaken to accomplish a big task.

Organisational goals and objectives often relate to improving the efficiency or effectiveness of operations.

**Improving efficiency**

1. How is efficiency measured?

Efficiency must be expressed in terms of cost, time and effort.

1. With an eg. illustrate how an organisational change will lead to improved efficiencies.

For example use better painter’s paraphernalia.

**Improving effectiveness**

1. How is effectiveness defined?

Effectiveness is defined in terms of its attractiveness, readability, completeness, clarity, accuracy, accessibility, timeliness, communication of the message, relevance and usability.

**Improving decision-making**

1. What three factors are required for competent decision-making?

Competent decision-making requires three factors: information, communication and time. Sufficient information, communicated well and presented in a timely manner, enables informed decision-making.

**Types of information systems**

(You are not required to know for exam purposes the specific types of information systems).

Briefly, note the characteristics of each of the following 5 systems:

1. Transaction processing systems

A transaction processing system processes data generated by the day-to-day transactions of an organisation.

1. Office automation systems

An office automation system performs routine office tasks, such as printing documents, tracking schedules, making calculations and communicating with other departments and clients.

1. Management information systems

A management information system refers to a computer network that generates timely and accurate information for managing an organisation.

1. Decision-support-systems

A decision-support-system allows users to manipulate data directly, to incorporate data from external source, and to create data model of “what if” scenarios.

1. Expert systems

An expert system is designed to analyse data and produce a recommendation or decision.

**Problem-solving methodology relating to the analysis of ongoing information problems**

1. What is an information problem?

Information problems occur when an organisation’s goals are not being met by the information system.

**Information problems arise because of:**

1. Inefficient procedures
   1. What is meant by this term.

It refers procedures that cost lots, take long time or spent too much effort.

1. Failure to meet the needs of users
   1. Why do errors occur in systems?

Errors can occur in a system if it is not appropriately maintained or if data is not regularly updated.

1. Problems due to dependence on old technology
   1. What type of opportunities do developments in new technology present?

Developments in technology can present new opportunities or provide different ways of processing data.